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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,770	03/31/2001	Anil K. Annadata	M-11405 US	6431

33031 7590 07/30/2004

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EXAMINER

NGUYEN, QUYNH H

ART UNIT PAPER NUMBER

2642

DATE MAILED: 07/30/2004

18

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,770

Applicant(s)

ANNADATA ET AL.

Examiner

Quynh H Nguyen

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– The MAILING DATE of this communication appears on the cover sheet with the correspondence address –

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 13 May 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-32 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-32 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>16</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.
2. Applicant amended independent claims 1, 13, and 23 by moving “maintaining real-time data for multi-channel communication queuing” from the preamble to the body of the claims that necessitate^s new ground(s) of rejection.

Claim Rejections - 35 USC § 103

3. Claims 1-7, 9-19, 21-29, 31, and 32 are rejected under 35 U.S.C. 103(a) as being unpatentable over Szlam et al. (U.S. Patent 5,594,791).

Regarding claims 1, 13, and 23, Szlam et al. teach forming a list of agent data depending on any special skills or qualifications that an agent may possess, such as language, efficiency, type of call processing skills, and type of voice (see Abstract, lines 12-16 and col. 23, lines 24-40); where the agent data includes information related to types of communication media an agent can access (col. 9, lines 35-63).

However, Szlam et al. do not explicitly suggest maintaining real-time data for multi-channel communication queuing.

In the customer service center, the status of the agent and all call routing data must be in real-time. This is the obvious (if not inherent) way to operate a customer service center. For example, tracking agents when they log on or log off, when they are busy or idle happens in real time. This is the nature of the customer service center.

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Regarding claims 2, 14, and 24, Szlam et al. teach the data includes information related to the agent's skills (col. 7, lines 27-32).

Regarding claims 3, 15, and 25, Szlam et al. teach maintaining a list of media route (col. 9, lines 35-63).

Claims 11 and 12 are rejected are rejected for the same reasons discussed above with respect to claim 1. Furthermore, Szlam et al. teach controller 11 that contains computer instructions to implement the method of these claims ("strategy scripts").

Regarding claims 4-6, 16-18, and 26-28, the claimed invention recites the language **"at least one of..."** and therefore only is needed to be addressed. For example, compiling statistic of the media routes or for a communication channel of a specific media type including at least one of: waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agent, number of work item, and number of work items delivered to an agent, the statistic of the media routes may only have number of work items (col. 6, lines 22-29) and not others; statistics for the agent including at least one of: start time (col. 6, line 43), end time, etc.

Regarding claims 7, 19, and 29, Szlam et al. teach compiling a journal including at least one of journal state history (col. 3, lines 14-34).

Regarding claims 9, 10, 21, 22, 31, and 32, Szlam et al. do not teach setting a maximum number of queued items for the media routes and a time for escalating a work item. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the mentioned above

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feature into Szlam's system in order to better manage the customer service center.

4. Claims 8, 20, and 30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Szlam et al. (U.S. Patent 5,594,791) in view of Shtivelman et al. (U.S. Patent 6,263,066).

Regarding claims 8, 20, and 30 Szlam et al. do not teach assigning a priority value to the media routes.

Shtivelman et al. teach assigning a priority value to the media routes and stored (see Abstract).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of assigning a priority value to the media routes, as taught by Shtivelman, in Szlam's system in order to systematically routing calls according to priority.

Response to Arguments

5. Applicant's arguments with respect to claims 1-32 have been considered but are moot in view of new ground(s) of rejection.

Conclusion

6. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is

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filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

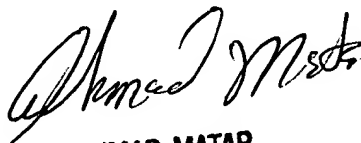
7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.

qhn

Quynh H. Nguyen
July 26, 2004


AHMAD MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600